

FACTORS INFLUENCING PROCUREMENT EFFICIENCY AT THE NATIONAL HOSPITAL INSURANCE FUND IN KENYA

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ABSTRACT

Procurement process efficiency has been a subject of great concern in the public sector in Kenya for a while. It lies at the centre of prudent public financial management. Recently the National Hospital Insurance Fund departments have experienced delays in getting supplies which negatively affect their operations. The purpose of this study was to establish the influence of selected factors on procurement process efficiency. Specifically the study sought to establish the influence of staff competence, quality management and information technology on procurement process efficiency. The target population of the study was all employees of the procurement department of National Hospital Insurance Fund totaling 100 employees. The study employed a descriptive research design using quantitative approaches. The study used a questionnaire with closed-ended questions as a tool for collecting data. The collected data will be analyzed using SPSS Version 22.0 as an analytical tool while the results were presented in tables. The study used both descriptive and inferential statistics to analyze the collected data. A correlation analysis was carried out to ascertain the strength and direction of the independent variables on procurement process efficiency. The study established that staff competence plays a significant influence on the procurement process efficiency. Further, the study established that information technology use in the organization and quality management systems greatly influence procurement process efficiency. The study recommended further enhancement of these factors and further research to ascertain the influence of other factors on procurement process efficiency.

KEYWORDS: Procurement Efficiency, Staff Competence, Quality Management